

CABLE FRANCHISE ADMINISTRATOR
(Unclassified Management)

DEFINITION:

Under administrative direction, to plan, manage and regulate cable television operations and applicable video service providers in the unincorporated areas of the county; to provide administrative, analytical and advisory services to Cable Television Review Commission of the county and Office of Media Public Relations; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

Cable Franchise Administrator is a one-position unclassified management class allocated only to the Cable Television Fund. The incumbent reports to the Director, Office of Media and Public Relations in the Chief Administrative Officer's office and has significant responsibility for formulating policy in the CAO's office and for formulating policy, recommending action and implementing Board approved activities relative to the Cable Television Fund. This position also assists the Cable Television Review Commission with investigations, hearings and decisions on licensing matters and rate regulations.

EXAMPLES OF DUTIES:

Plans, directs, organizes, and coordinates the regulatory and administrative activities of the Cable Television Fund; monitors and enforces Federal Communications Commission, state and county cable television rules and regulations and applicable video service provider customer service requirements; formulates and implements policies and procedures relating to the operation of the Cable Television program; assigns, supervises and evaluates the work of subordinates; confers with, advises and makes recommendations to the Director, Office of Media and Public Relations on cable franchise issues; telecommunications regulation, Cable Television Fund issues and general office operations; confers and advises the Cable Television Review Commission on telecommunications and cable franchise issues; research and recommends cable television rates and customer service standards; receives, reviews and makes recommendations to the commission on license applications for renewal, transfer, revocation and waiver requests; reviews financial reports/information and makes recommendations on business applying to manage a cable television system; conducts research into proposed legislation, technical advances in cable television and telecommunications industry practices; develops new and evaluates existing programs; provides assistance to cable operators; investigates and reports on cable television operators; receives, investigates, and issues findings on cable television subscriber complaints; field tests cable television signals; audits and processors applicable service rate regulation applications and forms as outlined under FCC rules; performs reviews of cable television construction and technical performance standards; audits and enforces requirements of franchise agreements.

MINIMUM QUALIFICATIONS:

Thorough Knowledge of:

- Federal Communications Commission, state and county cable television rules and regulations.
- Cable Television Consumer Protection and Competition Act of 1992.

- The Telecommunications Act of 1996.
- General Management System in principle and in practice.

General Knowledge of:

- Cable television theory, design, equipment maintenance and technical principles.
- Telecommunications development, industry and competitive issues.
- Administrative hearing, rate review and state/federal regulatory processes.
- Principles and practices of supervision, training and general administration.
- Budget administration and preparation.

Skills and Ability to:

- Plan, organize, direct and coordinate the activities of a government program regulating cable television services.
- Develop, recommend and implement policy and procedures relating to cable television rules, rates and customer service standards.
- Review, assign, and evaluate the work of subordinate staff.
- Establish and direct training programs for subordinate staff.
- Prepare, review, and present comprehensive technical oral and written reports.
- Identify and resolve operational problems.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with county staff, representatives from other agencies and the public.

EDUCATION/EXPERIENCE:

Education, training and/or experience which demonstrates the possession of the knowledge and skills stated above. An example of such experience and training combination is: five (5) years of recent, extensive experience performing administrative, investigative and regulatory work in the cable television industry or in a regulated telecommunication industry. Previous experience must have included management or supervisory experience planning, directing and organizing investigative and enforcement activities. The possession of a bachelor's degree in communications management, public administration or a closely related field is highly desirable.

SPECIAL NOTES, LICENSES, OR REQUIREMENTS:

License:

A valid California Class C driver's license is required at time of appointment or the ability to arrange transportation for field travel. Employees in this class may be required to use their personal vehicle.